

ABSTRACT OF THE DISCLOSURE

[0063] A communications system (8) includes a data network (10) and one or more telecommunication terminals (32) coupled to the network for communicating by sending and receiving packetized data over the network (10).

- 5 A monitoring terminal (32b) can monitor user activity on one or more of the telecommunication terminals (32a). A graphical proxy server (34), in communication with the one or more telecommunication terminals (32) and with the monitoring terminal (32b), sends graphical commands to implement the graphical interfaces on the telecommunication terminals (32) and sends graphical
- 10 commands to the monitoring terminal (32b) indicative of actions taken on one or more of the telecommunication terminals (32a).